

**Atos**

| nationalgrid

NATIONAL GRID AND ATOS

# Bringing energy to life with Atos

A technology-enabled day in the life  
of a National Grid Field Engineer





# Engineering positive change



## Challenges



## Opportunities

We understand that this large segment of your workforce is complex and diverse:

- Operating in a wide variety of environments.
- Requiring specialist skills and tools.
- Taking different journeys into their roles – from graduates to apprentices.
- Encompassing a spectrum of accessibility and inclusivity needs.

Above all, we share your commitment to protecting your Field Engineers in any and every situation.

In this interactive document, we will introduce how innovative digital technologies can transform the daily lives of your Field Engineers. We will:

- Outline the top five Field Engineer challenges we can help you overcome.
- Highlight opportunities to optimise Field Engineer productivity.
- Identify potential improvements in health and safety.
- Explore how innovation can resolve challenges with staffing, skills and knowledge transfer.

### Scene set

Field Engineers play a critically important role at National Grid. They maintain your uniquely complex estate of assets in peak condition, and act as the last line of defence if things go wrong.

At Atos, we're excited by the range of possibilities for digital technology to protect and empower National Grid's Field Engineers.

### Pump up productivity

**Digitisation can enable Field Engineers to complete up to 40% more work orders per FTE.**

### Next steps

Ready to journey just a short while into the future, and join tomorrow's National Grid engineers in the field?



# National Grid's top five field engineer challenges

National Grid Field Engineers work in uniquely challenging circumstances, frequently carrying out specialist maintenance and repair tasks in remote and hazardous environments. Tackling these issues successfully will reach many different areas of your business and operations:

- 1.
- 2.
- 3.
- 4.
- 5.

### Health and safety

It's essential to find the right balance between risk management and productivity – keeping your people safe while ensuring essential maintenance tasks are undertaken promptly. This means equipping Field Engineers with the resources to work safely, and carrying out thorough risk assessments of hazardous environments.

### Digital processes

Industry-wide, up to 80% of on-site operations and maintenance jobs are scheduled using paper, which wastes time, and can easily lead to engineers arriving on site without the tools or parts they need. This unsatisfactory situation is driving demand for digitalisation – replacing time-consuming and error-prone manual processes with efficient digital workflows.

### Attracting the best

Attracting the next generation of engineers means delivering the experiences they need to do their best work. Introduce new processes and tools considerately, with relevant training to maximise your return on your investment. Make sure both contractor and FTE roles are fully inclusive – for example for those whose language, hearing or communication skills may be divergent.

### Keeping knowledge moving

It's essential to connect employees and contractors in the field with experts back at base to expedite tough jobs. More generally, information must be passed on between generations of employees to maintain continuity as mature engineers retire. But how do you make made information available to everyone in your field force team and in your wider business?

### Data tracking

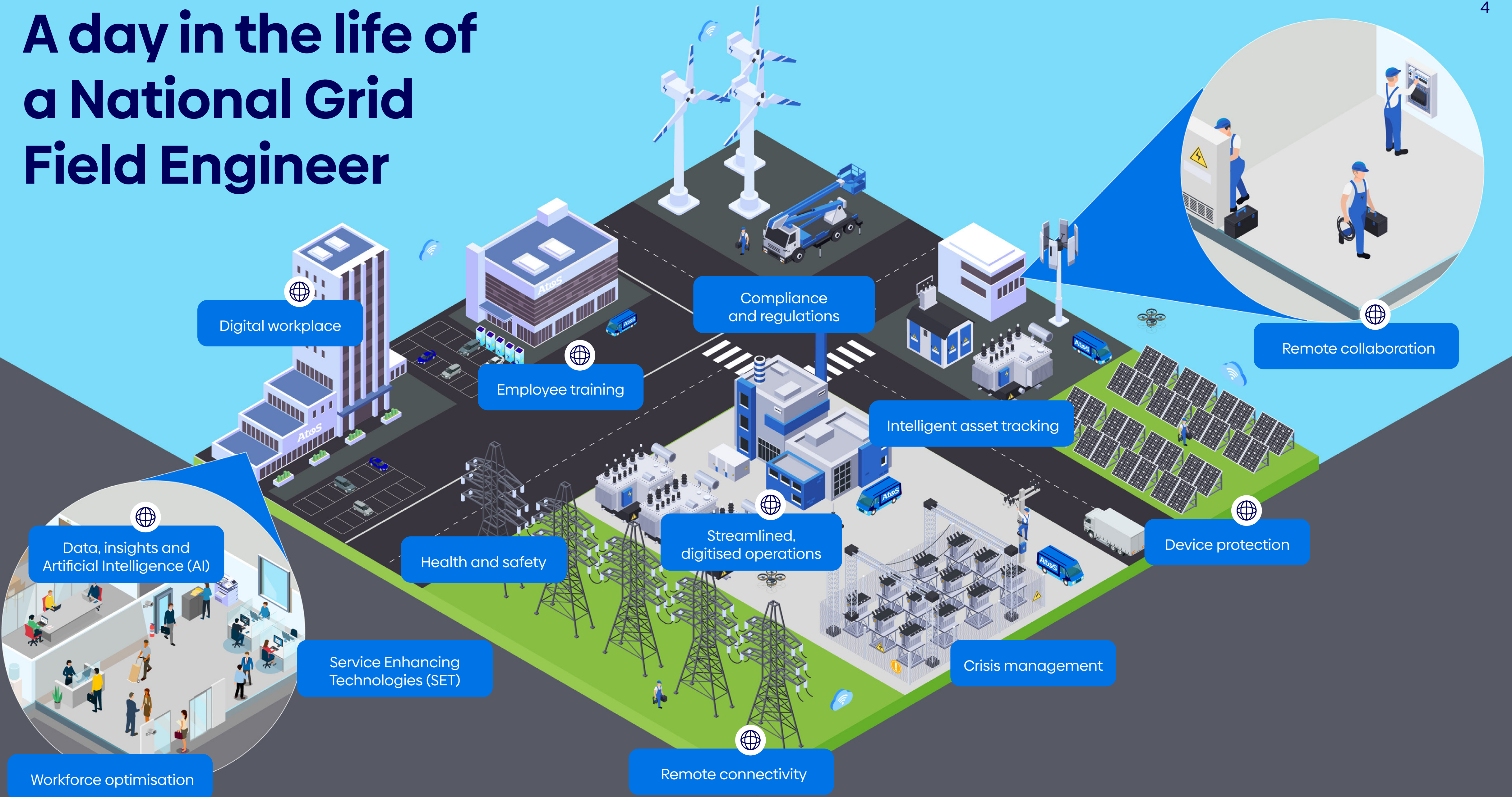
Empowering engineers in the field with the latest data can help them make better informed decisions, adapt quickly and safely to changing circumstances, and call on support and expertise from specialists back at base. Wherever data comes from, it should be collected and analysed to reveal the insights everyone needs to work smartly and safely – even in unfamiliar environments.

**These are the some of the challenges your Field Engineers may be facing every day. Next, let's explore some of the concepts, solutions and transformations that could help.**

<sup>1</sup> <https://atos.net/en/blog/frictionless-working-in-energy-utilities-enhancing-employee-experience-for-the-field-workforce>



# A day in the life of a National Grid Field Engineer





# Why Atos?

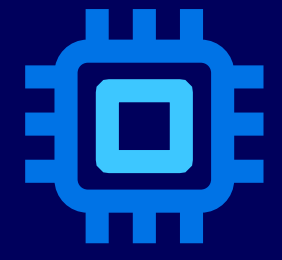
We bring people, technology and business together to accelerate digital journeys worldwide. It's why, in the face of ever-evolving technologies, challenges and opportunities, our clients look to us as a trusted partner in their success.



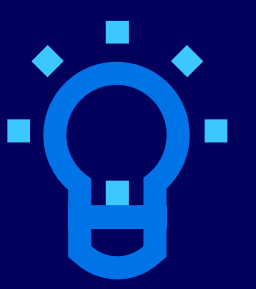
**95,000 business technologists in 69 countries**



**Rich partner ecosystem accessible through a single point of contact**



**Knowledgeable on emerging technologies and regulations**



**Adherent to the 10 universal principles of the United Nations Global Compact**



**Ranked most sustainable company in our industry group by the Dow Jones Sustainability Indices (DJSI)**

We're proud to call some of the world's largest and most admired organisations our customers. We'd love to show you how our expert business technologists can help National Grid deliver safer, more rewarding experiences for your Field Engineers, and better outcomes for your business.

**So, don't hesitate to get in touch if you'd like to discuss any of the topics we've looked at in this guide.**

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